

## REMARKS

Reconsideration and allowance of pending Claims 1 - 7, 9, 16 - 21, and 25 - 27 in view of the foregoing amendments and the following remarks are respectfully requested.

Claims 1 and 16-18 are currently amended to overcome the outstanding objections to the claims. Similarly, the pending claims have been amended to overcome the outstanding rejection under 35 U.S.C. §112, 2<sup>nd</sup> paragraph, for indefiniteness. In doing so, the Applicant has given thoughtful consideration to all of the substantive points of objection and rejection, and responded accordingly. However, the Applicant respectfully submits that many of the points of rejection under 35 U.S.C. §112, 2<sup>nd</sup> paragraph, presently posed as queries, actually call into question the scope of the claims rather than point out any instances of indefiniteness. Therefore, the Applicant respectfully submits that the claims clearly and definitely recite the features of the invention to the extent permitted by the cited references, and further requests that the objection and rejection to the claims for indefiniteness be withdrawn.

Claims 1 - 7, 9, 16 - 21, and 25 - 27 were rejected under 35 U.S.C. §102(b) as being anticipated by Joao (U.S. Patent 6,283,761; hereafter "Joao"). The Applicant respectfully traverses this rejection, and requests that this rejection be reconsidered and withdrawn. In particular, Joao does not teach or suggest the presently claimed method, medium, and system that provide a menu of service request options corresponding to a determined user type; nor does Joao teach or suggest the presently claimed method, medium, and system that insert at least one reminder related to the personal services into an electronic calendar associated with a user.

As asserted in the Office Action, Joao teaches an apparatus and method for processing and/or providing health care-related information that can be used by "[a]ny patient, user, provider, payer, and/or intermediary," (Joao, col. 4, lines 30 – 40). However, the description of a methodology to enable any user to access particular information (*e.g.*, Joao, Figs. 7 and 11 and

their respective descriptions) does not teach or suggest *service request options* being made available to a user *based on* a determined *user type* for the user. Such correspondence between a menu of service request options and the determined user type is recited in independent Claim 1 as:

- receiving a service request from a user who is a member of one of the predefined groups;
- determining a user type associated with the received service request;
- providing a menu of service request options corresponding to the determined user type;...

in independent Claim 19 as:

- a first program code that receives a service request from a user who is a member of one of the groups and determines a user type associated with the service request;
- a second program code that provides a menu of service request options based on the determined user type,...

and in independent Claim 20 as:

- a user interface unit for receiving a service request from a user who is a member of one of the groups and determining a user type associated with the service request;
- a server unit that:
  - provides, to the user, a menu of service request options based on the user type...

That is, Joao describes making the *same* information available to a variety of interested parties, while independent Claims 1, 19, and 20 presently recite that a *particular* menu of service request options is made available to a user based upon a *type* corresponding to that user.

Further, as indicated in the Office Action, Joao teaches that a schedule *on a central processing computer* may be updated to reflect a new appointment (Joao, col. 32, lines 65 – 67) and that the central process computer may then generate and/or transmit an e-mail reminder to a user to confirm the scheduling of the appointment (Joao, col. 33, lines 16 – 20). However, Joao does not teach that the central processing

computer is able to *actually insert* a reminder related a personal service into an electronic calendar associated *with the user*, as recited in independent Claim 1 as:

inserting at least one reminder related to the personal services into an electronic calendar associated with the user;...

in independent Claim 19 as:

a seventh program code that inserts at least one reminder related to the provided personal services into an electronic calendar associated with the user;...

or in independent Claim 20 as:

inserts at least one reminder related to the personal services into an electronic calendar associated with the user...

The Applicant respectfully submits that Joao further fails to even suggest that above-recited features of Claims 1 and 19 because, in order to actually insert the reminder into the electronic calendar corresponding to a particular user, a provider would have to have been granted trusted access or permissions to do so by the user, which Joao simply does not teach.

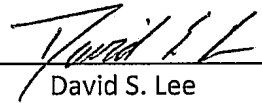
It is respectfully submitted that, for at least the reasons set forth above, Joao fails to teach or even suggest the above-described features of independent Claims 1, 19, and 20, as well as the remainder of the presently pending claims, which depend from either of Claims 1 and 20. Thus, the Applicant respectfully requests that the outstanding rejection under 35 U.S.C. §102(b) be reconsidered and withdrawn.

**Conclusion**

All objections and rejections having been addressed, it is respectfully submitted that the present application is now in condition for allowance, and early and forthright Notice to that effect is earnestly solicited.

Respectfully Submitted,

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